

District Direct Mobile Application

How to Submit a Change

PROCEDURE

How to Submit a Change in the District Direct Mobile App

Overview: Follow the steps below to successfully submit a change in the District Direct Mobile App

STEP-BY-STEP:

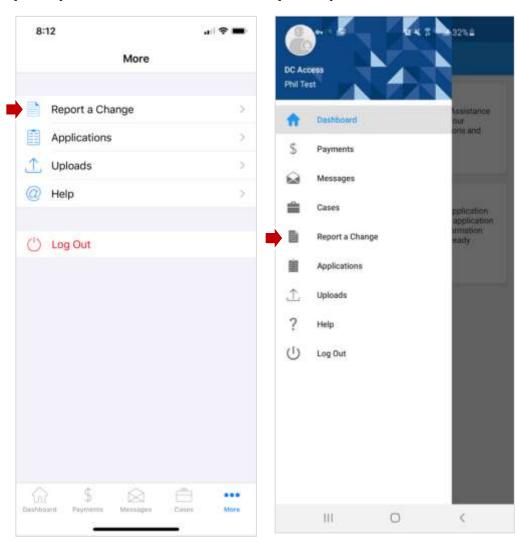
1. User clicks on the **More Options** dashboard.

[iPhone] [Android] 09:26 4 . . . # 4 3 × 4 50% Dashboard Dashboard Messages You do not have any new messages. Messages You do not have any new messages. View Messages VIEW MESSAGES Cases 6 in fotal Cases 5 in total Eligible : TANF/POWER Eligible: TANF/POWER Ineligible: Burial Assistance, General Assistance for Children, Interim Disability Assistance, Refugee Cash Ineligible: Burial Assistance, General Assistance for Children, Interim Disability Assistance Assistance, Refugee Cash Assistance View Cases VIEW CASES Next Payment You do not have any upcoming payments. Next Payment Jun 1, 2020 \$27.00 on Monday, June 1, 2020 View Payments Applications Applications You can use this app to submit an application for benefits. You can use this app to submit an application for benefits. You may also finish an application you previously started and view information about applications that you have already You may also finish an application you previously started and view information about applications that you have already submitted to us. submitted to us. Submit View My Applications VIEW MY APPLICATIONS APPLY 111 0

2. User selects "Report a Change."



[Android]

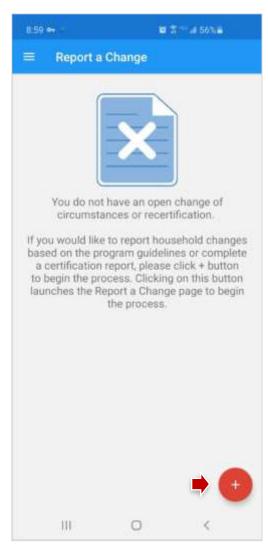


3. After the District Direct Mobile App displays the **Report a Change** screen, user clicks the Plus (+) icon to start a new form.

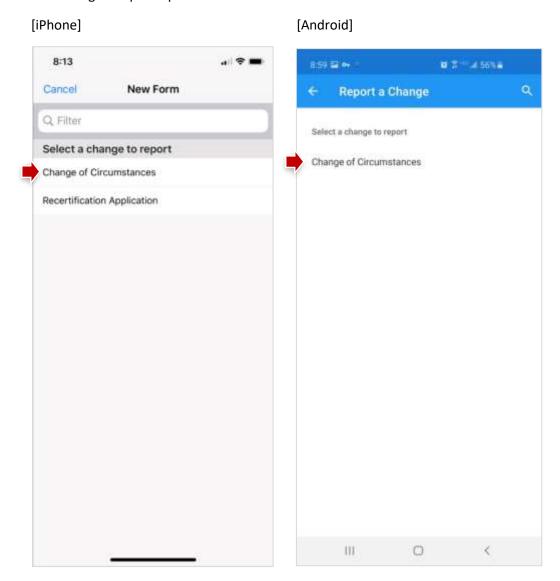
[iPhone]



[Android]

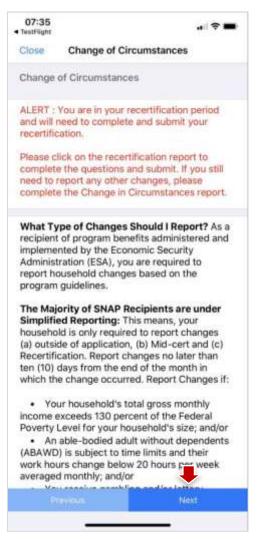


4. User selects "Change of Circumstance," the mobile app will guide the user through a series of controlled questions to help capture required changes at once and prevent the user from submitting multiple requests.

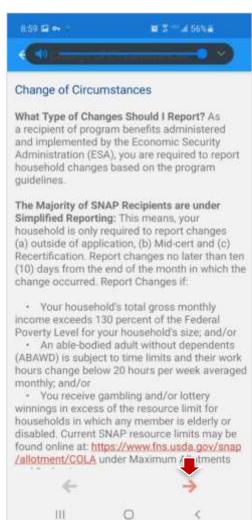


- 5. The Change of Circumstances report will have questions to verify with the user if any changes have occurred through the Change of Circumstances sections.
 - Please Note: If you are in your recertification period, you will see an alert like in the iPhone screenshot.)

[iPhone]



[Android]



- **6.** Once a Change of Circumstance report to the **Report a Change** screen.
 - a. User can review a "Completed" form and "In-Progress" Change of Circumstances report on the **Report a Change** screen.

[iPhone] [Android]

